

Nondiscrimination notice

Discrimination is against the law

Samaritan Health Plans (SHP) and InterCommunity Health Network Coordinated Care Organization (IHN-CCO) must follow Federal civil rights laws. SHP and IHN-CCO do not single out people based on their race, color, national origin, age, disability or sex. SHP and IHN-CCO do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Samaritan Health Plans and InterCommunity Health Network Coordinated Care Organization:

- Provide free aids and services to people with disabilities to communicate with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provide free language services to people whose main language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact the SHP Compliance Officer.

If you believe that SHP and IHN-CCO have failed to provide these services or treated you differently because of race, color, national origin, age, disability or sex, you can file a grievance with:

SHP Compliance Officer
PO Box 1310
Corvallis, OR 97339

Phone: 541-768-4550, 800-832-4580 (TTY: 800-735-2900)

Fax: 541-768-9791

E-mail: SHPOCompliance@samhealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the SHP Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights online through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave. SW, Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file.